PMI Agile Certified Practitioner (PMI-ACP)® Handbook

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Project Management Institute

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How to Use the PMI-ACP® Handbook

This handbook contains information on how you can apply for the PMI Agile Certified Practitioner (PMI-ACP)® certification. It applies to both computer-based and paper-based testing candidates.

PMI requires that all certification applicants read the entire handbook. The purpose of this handbook is to provide you with important information about the policies and procedures for obtaining and maintaining the PMI-ACP® certification.

Some features of this handbook allow you to:

- Find information on each policy or procedure by clicking on a topic in the left navigation bar.
- Find tips and important information by reading ***NOTES*** throughout the handbook.
- Access the online application system and other information by clicking on links within this handbook.

PMI CONTACT INFORMATION

For general information about the Certification Program, contact the Customer Care Service Center in your region. Find this information at http://www.pmi.org/About-Us/Customer-Care.aspx

PMI Customer Care email:
customercare@pmi.org

PMI Certification Complaints email:
certcomplaints@pmi.org

Use the Online Certification system to apply:
https://certification.pmi.org

Use the Online Continuing Certification Requirements (CCR) system for certification maintenance:
https://ccrs.pmi.org/

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PMI Agile Certified Practitioner (PMI-ACP)® Handbook last updated on 1 March 2017.

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Revised: 2016, 2017

"PMI", the PMI logo, "Making project management indispensable for business results", "PMBOK", "CAPM", "Certified Associate in Project Management (CAPM)", "PMP", "Project Management Professional (PMP)", "Project Management Professional", the PMP logo, "PgMP", "Program Management Professional (PgMP)", "PMI-RMP", "PMI Risk Management Professional (PMI-RMP)", "PMI Scheduling Professional (PMI-SP)", "PMI-SP", "PMI-ACP", "PMI Agile Certified Practitioner (PMI-ACP)", "PfMP", "Portfolio Management Professional", "PMI-PBA" and "PMI Professional in Business Analysis" are registered marks of Project Management Institute, Inc.

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About PMI's Certification Program

PMI offers a comprehensive certification program for practitioners with different levels of education and experience. There are currently two certifications and four certifications which are developed and maintained through a vigorous process.

The certification program includes:

- Certified Associate in Project Management (CAPM)® certification
- PMI Agile Certified Practitioner (PMI-ACP)® certification
- PMI Risk Management Professional (PMI-RMP)® certification
- PMI Scheduling Professional (PMI-SP)® certification
- Portfolio Management Professional (PfMP) ® certification
- Program Management Professional (PgMP)® certification
- Project Management Professional (PMP)® certification
- PMI Professional in Business Analysis (PMI-PBA)® certification

PMI understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

PMI's certifications are distinguished by their global development and application, which makes them transferable across industries and geographic borders. The role and tasks of project professionals around the globe are researched and documented to define each certification. The strength of PMI's certifications is that they are portable and not tied to any single method, standard, or organization.

PMI's certification program is designed to ensure that all certification holders have demonstrated their competence through fair and valid measures. Steps are taken to ensure only the most reliable testing measures are used in the assessment of candidates. For example, interviews can be influenced by how difficult the interviewer tends to be, how well the candidate is performing that day, and even how many questions the interviewer asks along the same line of questioning.

PMI certifications are also developed by project management practitioners for practitioners. The certification program is driven by the thousands of certification and certification holders who volunteer to spend time constructing and refining the exam questions. These volunteers represent the diversity of PMI's market, coming from every region of the world, industry, job level, and experience level. The exam questions are monitored through industry-standard statistical procedures, also overseen by volunteers.

Finally, PMI's certification program is supervised by the Certification Governance Council (CGC), a committee of PMI certification holders who have a board mandate to oversee the program.

Candidates are assessed by examining their competence using:

- **Reviewing Education and Experience** – A combination of education and/or experience in project management is required for each certification. For example, the PMP requires both training specifically in project management and experience in the role of a project manager by leading and directing project teams, while delivering project results.
- **Testing Competence** – The candidate is required to apply project management concepts and experience to potential on-the-job situations through a series of scenario-based questions.
- **Ongoing Development** – Maintenance of a PMI certification requires the accumulation of ongoing professional development and education or, in the case of the CAPM® certification, re-certification.

PMI Certification Department Mission

Initiate, establish, evaluate, maintain and administer a professional certification program to promote and support project management practitioners and the profession.

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Overview of the PMI-ACP Certification

About the PMI-ACP Certification

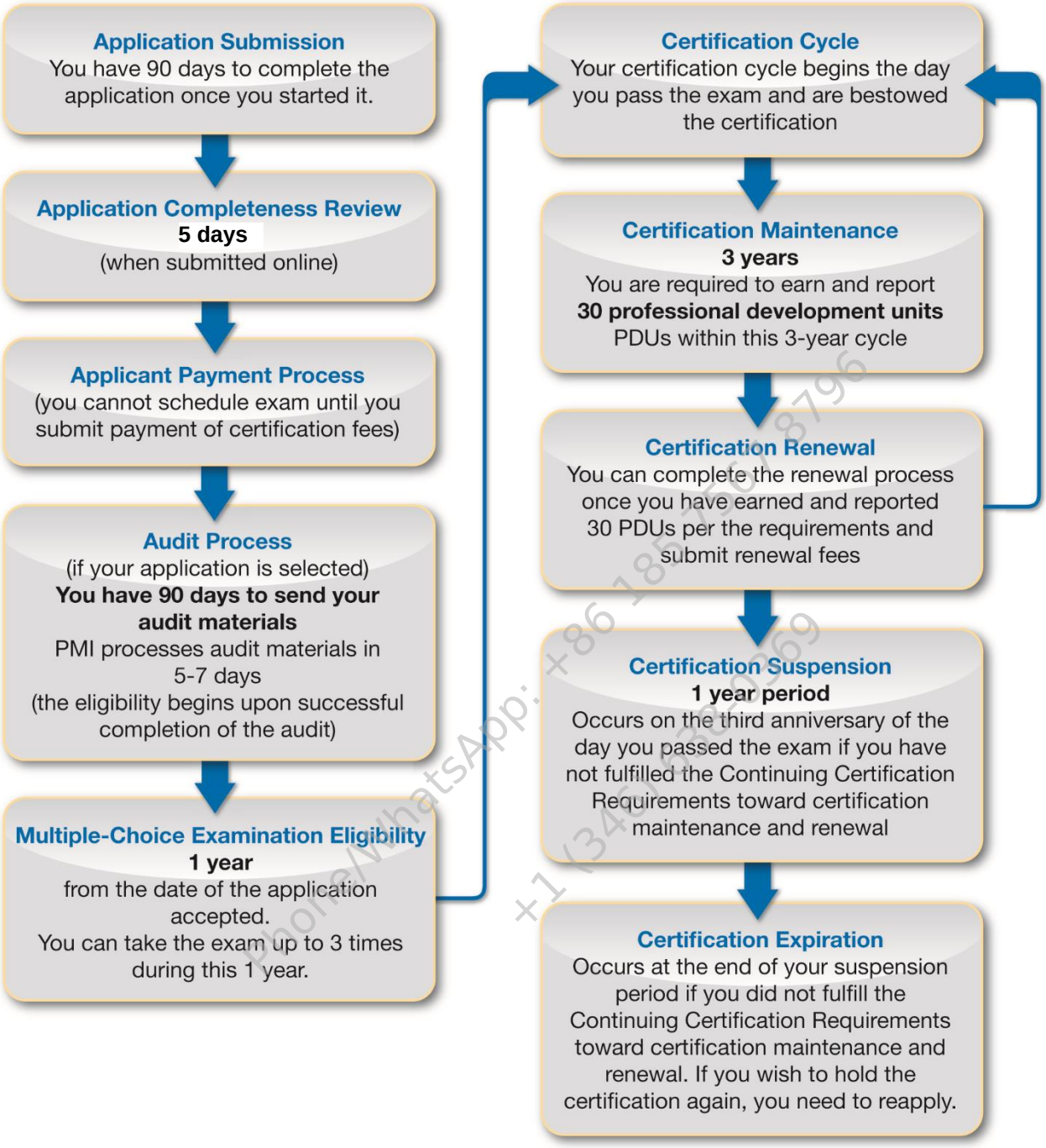
Agile is a topic of growing importance in project management. The marketplace reflects this importance, as project management practitioners increasingly embrace agile as a technique for managing successful projects. The PMI-ACP certification recognizes an individual's expertise in using agile practices in their projects, while demonstrating their increased professional versatility through agile tools and techniques. In addition, the PMI-ACP certification carries a higher level of professional credibility as it requires a combination of agile training, experience working on agile projects, and examination on agile principles, practices, tools, and techniques. This global certification also supports individuals in meeting the needs of organizations that rely on project practitioners to apply a diversity of methods to their project management.

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Overview of the PMI-ACP Certification

Timeline of the PMI-ACP Certification Process



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Overview of the PMI-ACP Certification

Agile Job Analysis

PMI conducted a job analysis in the development of the certification in alignment to industry best practices. This job analysis determines the level of importance of each of the tasks, tools and techniques, and knowledge and skills required to use agile principles and practices in project management. It is the basis for the creation of the examination. The examination for the PMI-ACP certification is a vital part of the activities leading to earning this certification, thus it is imperative that the examination reflect accurately the agile practices, tools, and techniques being used by project management practitioners.

This certification has been designed to:

- demonstrate to employers the practitioner's level of professionalism in agile practices of project management; and,
- increase the practitioner's professional versatility in both project management tools and techniques.

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Overview of the PMI-ACP Certification

PMI-ACP Eligibility Requirements

To be eligible for the PMI-ACP certification, you must meet the following educational and professional experience requirements.

Educational Background	**+**	**General Project Experience**	**+**	**Agile Project Experience**	**+**	**Training in Agile Practices**
Secondary degree (high school diploma, associate's degree or global equivalent)		*2,000 hours (12 months) working on project teams This experience must have been earned in the last 5 years		1,500 hours (8 months) working on project teams using agile methodologies This experience must have been earned in the last 3 years These hours are in addition to the 2,000 hours required in general project experience.		21 contact hours Hours must have been earned in agile practices

*Note: for those who hold a PMP and/or PgMP certifications, PMI has already verified you have exceeded the project experience requirements. In other words, PMP and/or PgMP certification holders will be accepted as fulfilling the general project experience requirements.

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PMI-ACP Application & Payment

How to Complete the Online Application

PMI encourages you to use the online certification system to apply for all certifications. A printable version of the application is available on a case-by-case basis. Please contact Customer Care to submit a request.

Before you begin, check to make sure you meet the certification eligibility requirements and can record the necessary information on the application.

Once you start an online application, you cannot cancel it. You can save it unfinished, come back to it later, and edit any information you already entered. The application will remain open for 90 days during which time PMI will send you an email reminder to complete the application.

Please ensure that the application includes your valid, unique email address as this will be the primary mode of communication from PMI throughout the certification process. **Although PMI will email you reminders during the process, you have the responsibility to schedule and sit for your examination within the one-year eligibility period** (See the Exam Eligibility section of this handbook for more details).

> ***NOTE:*** Electronic communications from PMI may inadvertently be blocked or forwarded to bulk mail folders by some spam filters. Please add customercare@pmi.org to the personal address book in your email program to help ensure that you don't miss important CCR program updates from PMI.

Before you submit the application, you will be required to read and agree to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement, which can be found in this handbook and on PMI.org.

> ***NOTE:*** Incomplete applications and faxed applications will not be processed or returned.

You can also use the online certification system to:

- View your submitted application
- View your examination eligibility status
- Download PMI audit forms
- Download your exam reports with pass/fail status
- Apply and submit payment to take or retake any PMI examination and/or evaluation
- Submit payment for certification renewal
- Download receipts
- Access your certification record and update your contact information
- View your listing on the Certification Registry

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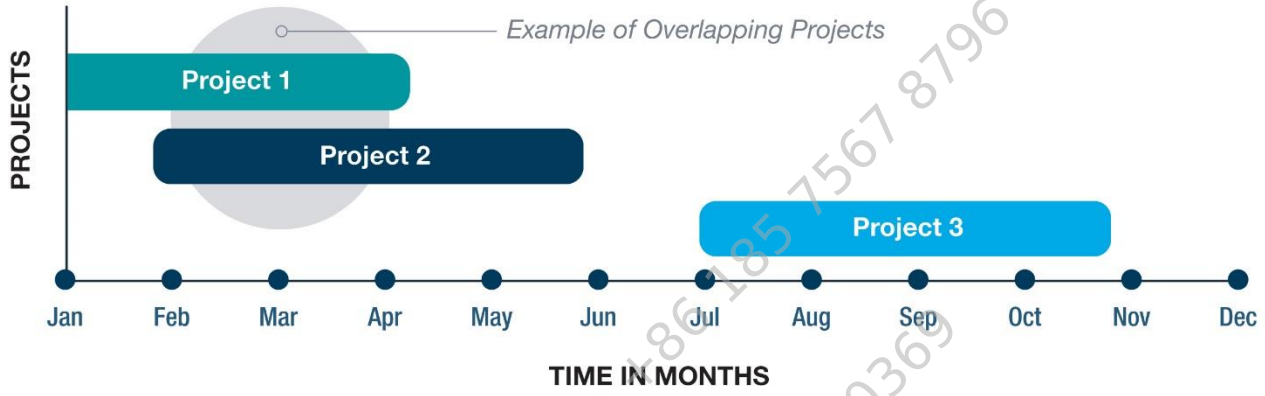
PMI-ACP Application & Payment

How to Record Your Experience on the Application

General Project Experience

Use the General Project Experience Worksheet in the application to record your general project experience. This includes time spent working on project teams regardless of the methodology. Record each project you worked on individually.

You need a minimum of 2,000 hours (12 months) of unique, non-overlapping experience accrued within the last five years. This means that each month you worked on multiple, overlapping projects (projects that ran simultaneously) counts as one month toward the total requirement. Using this example below, the time spent working on Project 1 from January–April would count as four months toward the eligibility requirement while the time spent working on Project 2 during May–June would count as two months toward the eligibility requirement. However, you cannot count the time working on both projects during February–April twice. Therefore, Project 1 and Project 2 equal six months (January–June) of project experience toward your eligibility requirement.



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Agile Project Experience

Use the Agile Project Experience Worksheet in the application to record your agile project experience. This includes time spent working on agile teams.

Record each project you worked on individually. You need a minimum of 1,500 hours (eight months) of unique, non-overlapping experience accrued within the last three years. This means that each month you worked on multiple, overlapping projects (projects that ran simultaneously) counts as one month toward the total requirement (same as noted above).

Further, **your agile project experience must be unique and separate from your general project experience.**

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PMI-ACP Application & Payment

How to Record Your Training on the Application

Record at least 21 contact hours of training on agile practices. Agile training can include topics covering agile philosophy, methodologies, principles and practices.

Record all training hours regardless of when they were accrued. **The course work must be completed by the time you sit for the examination.**

> ***NOTE:*** One hour of classroom instruction equals one contact hour. If you have completed a university or college course on project management that met for three hours per week for 15 weeks, you would record 45 contact hours. If only a portion of a course dealt with agile practices, only the hours spent on agile practices can be applied toward the total.

You can satisfy the training requirements by demonstrating the successful completion of courses, workshops and educational sessions offered by one or more of the following types of providers:

A. PMI Registered Education Providers (R.E.P.s)*
B. PMI chapters*
C. Employer/company-sponsored programs
D. Training companies or consultants (e.g., training schools)
E. Distance-learning companies, including an end-of-course assessment
F. University/college academic and continuing education programs

The following education does not satisfy the training requirements:

- PMI chapter meetings*
- Self-directed learning (e.g., reading books, watching instructional videos or sessions with coaches or mentors)

**If at least one hour of a chapter meeting is spent conducting a learning activity, the hour(s) spent in that activity can be counted towards the training eligibility requirement.*

> ***NOTE:*** While you may be able to record applicable classes that counted toward a degree, you cannot record the degree program in its entirety because some classes within the program will not apply to the requirement.

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PMI-ACP Application & Payment

Application Processing

PMI strives to process applications in a timely manner. The application processing timeline depends on how you submit your application—either online using the certification system, or on paper sent by postal mail to PMI. The following table details the application processing timeline.

Application Processing Timeline		
Application submitted:		**Process time:**
Online		10 calendar days

NOTE: This processing timeline does not apply if your application has been selected for PMI's audit process (refer to the PMI Audit Process section in this handbook for more details).

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PMI-ACP Application & Payment

PMI-ACP Certification Fees

The proper fees for payment are determined by your PMI membership status and the examination delivery type (computer-based versus paper-based) for your geographic location. Refer to the Examination Administration section in this handbook to see if you qualify for paper-based exam delivery. Otherwise, plan on taking a computer-based exam and submitting the associated fees. Use the following chart to determine the certification fee.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Computer-based testing (CBT)	member	$435	€365
Computer-based testing (CBT	nonmember	$495	€415
Paper-based testing (PBT)	member	$385	€320
Paper-based testing (PBT)	nonmember	$445	€370
Reexamination CBT	member	$335	€280
Reexamination CBT	nonmember	$395	€330
Reexamination PBT	member	$285	€240
Reexamination PBT	nonmember	$345	€290
CCR certification renewal	member	$60	USD only
CCR certification renewal	nonmember	$150	USD only

The PMI membership rate will apply only if you are a member of PMI in good standing at the time you submit payment for the certification. If you apply for membership right before you apply for the certification, make sure you receive confirmation of your membership before you pay for the certification. If your membership has not been completely processed before you pay for the certification, you will be charged the nonmember rate.

If PMI membership is obtained after you submit payment for the certification, PMI will not refund the difference.

Review all the benefits of PMI membership or Join Now!

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PMI-ACP Application & Payment

How to Submit Payment

Once your online application has been processed and determined to be complete, PMI will send electronic notification to you requesting payment.

This requires you to go back into the online certification system to complete the following steps:

1. Select your examination delivery method
   (refer to the Examination Administration section in this handbook for more details)
2. Request special accommodations for your examination at no extra cost, if necessary
   (refer to the Special Accommodations section in this handbook for more details)
3. Submit payment
   (refer to the Certification Fees section of this handbook for more details)

You can submit payment of the certification fees in any of the following ways:

Payment type	Method for sending payment
Credit card	Online certification system or postal mail to PMI
Check	Postal mail to PMI
Money Order	Postal mail to PMI
Wire transfer	Contact customercare@pmi.org for details

If you **submit your application by postal mail,** payment is expected to be received with your application.

If you **submit your application online,** you may submit payment by the following ways:

1. Online—Use the online certification system to submit credit card payment. This will enable PMI to process your payment more quickly.

   OR

2. By Postal Mail—Mail a check, money order, credit card information or wire payment information to PMI. Include your PMI identification number and user name.

> ***NOTE:*** When certification payment is received, PMI will send electronic notification indicating one of the following next steps:
>
> - Examination scheduling instructions to help you schedule your examination
> - Application has randomly been selected for PMI's audit process

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PMI-ACP Application & Payment

PMI-ACP Refund Policy

To obtain a refund for the PMIACP certification, you must make a request at least **30 days before the exam eligibility expiration date.** A refund of US$200 will be made if you have not yet scheduled or taken the examination.

Also, you can receive a refund of US$200 if you fail to meet audit requirements (refer to the PMI Audit Process section of this handbook for details on the audit process).

PMI will **NOT** provide you with a refund in the following instances:

- If your one-year eligibility period has expired and you have not scheduled the exam, you will not receive a refund. You will forfeit the entire fee. You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.
- If you have scheduled the exam and did not take it, nor provided the necessary cancellation/rescheduling notification to PMI's testing administration partner, Prometric, you will not receive a refund. Again, you will forfeit the fee and not be able to apply it to anything else.

> ***NOTE:*** You can send a request for refund to customercare@pmi.org or by fax to +1 610 482 9971.

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PMI Audit Process

The submission of an application indicates your agreement to comply with the terms of the audit process. All applications are subject to an audit, although only a percentage of applications are selected for audit. The selection of an application for audit is random.

If your application is selected for an audit, you will be notified by email after payment of the certification fee is received. The electronic audit notification provides detailed information on how to comply with the terms of the audit.

During an audit, you will be asked to submit supporting documentation such as:

- Copies of your diploma/global equivalent
- Signatures from your supervisor(s) or manager(s) from the project(s) recorded in the experience verification section of the application
- Copies of certificates and/or letters of registration, from the training institute(s) for each course recorded on the application to meet the required contact hours of training in agile practices

PMI provides you with 90 days to submit the requested documentation. If you are able to provide the necessary documentation to meet the terms and requirements of the audit process, the audit should take about five to seven business days to complete.

You can send your completed audit forms by regular postal mail or express courier service, to the address below. **Please send all materials at one time, in one envelope.** Sending audit documents separately can cause delay in the audit review timeframe.

PMI
Attn: Certification Audit
14 Campus Blvd.
Newtown Square, PA 19073-3299 USA

You may not continue with the certification process until you have complied with the audit requirements. **Once you successfully complete the audit, your one-year examination eligibility period starts.**

If you fail to meet the audit requirements, you will receive a refund (refer to the Refund Policy section in this handbook for the certification you are pursuing for more details).

Incomplete submissions will not be processed and will result in failure of the audit. If you choose not to comply with the audit, it will result in an audit failure and there is a one-year suspension period to apply for that certification again.

> ***NOTE:*** Please be advised that while the selection process for an audit is primarily random, PMI reserves the right to select any candidate to be audited at any time, including after the certification has been bestowed. If you fail to meet the audit requirements after attaining the certification, your certification is revoked and you are not entitled to a refund.

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Exam Policies & Procedures

PMI-ACP Exam Information

The PMI-ACP exam is comprised of 120 multiple-choice questions. Of the 120 questions, 20 are considered pretest questions. Pretest questions do not affect the score and are used in examinations as an effective and legitimate way to test the validity of future questions. All questions are randomly placed throughout the exam.

No. of Scored Questions	No. of Pretest (Unscored) Questions	Total Examination Questions
100	**20**	**120**

Computer-based testing (CBT) is the standard method of administration for PMI examinations. Paper-based testing (PBT) is available under limited circumstances (refer to the Examination Administration section in this handbook for more details).

The allotted time to complete the computer-based examination is three hours.

Allotted Examination Time
3 hours

It may take some candidates less than the allotted three hours to complete the examination.

There are **no scheduled breaks** during the exam, although you are allowed to take a break if needed. If you take a break during the exam, your exam clock continues to count down.

The examination is **preceded by a tutorial and followed by a survey,** both of which are optional and both of which can take up to 15 minutes to complete. The time used to complete the tutorial and survey is not included in the examination time of three hours.

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Item Development

PMI-ACP exam questions:

- are developed and independently validated by global work groups of agile project professionals;
- are referenced to the current agile reference list;
- are monitored through psychometric analysis; and
- satisfy the *PMI-ACP® Examination Content Outline*.

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Exam Policies & Procedures

PMI-ACP Exam Blueprint

The PMI-ACP certification exam is developed based on the *PMI-ACP® Examination Content Outline*. The exam blueprint details the topic areas (or domains) in which exam questions will focus. The allocation of questions will be as follows:

Domain	Percentage of Items on the Test
Domain I. Agile Principles and Mindset	16%
Domain II. Value-driven Delivery	20%
Domain III. Stakeholder Engagement	17%
Domain IV. Team Performance	16%
Domain V. Adaptive Planning	12%
Domain VI. Problem Detection and Resolution	10%
Domain VII. Continuous Improvement (Product, Process, People)	9%
Total	**100%**

For details on the topic areas covered in each of these categories, access the *PMI-ACP® Examination Content Outline*.

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Exam Policies & Procedures

Examination Administration

Computer-based testing (CBT) is the standard method of administration for all PMI examinations. However, paper-based testing (PBT) is available in the following situations only:

1. Candidates who live at least 300 km (186.5 miles) from a Prometric CBT site.
2. Employers (Corporate Sponsors) who wish to administer a PMI examination to their employees. In this case, there is no restriction on distance; however, only employees of the corporation may test at these events.

> ***NOTE:*** You do not have the option of taking a CBT or PBT exam. You can only take a PBT exam if you meet one of the two criteria listed above.

PMI reserves the right to cancel a PBT event that does not have a minimum of 10 candidates. Additional restrictions apply. Sponsors can obtain a copy of the PBT Handbook by contacting pbtexams@pmi.org.

CBT test centers are listed on the Prometric website. If you are unable to locate a Prometric CBT center within a 300 km- (186.5 mile-) radius of your home, review the PBT listing on the Prometric website to see if there is a PBT event available in your area.

Prometric, a leading global provider of comprehensive testing and assessment services, is PMI's examination administration partner.

> ***NOTE:*** As part of the certification payment process, you need to indicate whether you will be taking a computer-based or paper-based examination. If you need to take a PBT examination, include the site location, date, and group testing number on your application.

> ***NOTE:*** **The PMI-ACP® certification exam is administered in English only. Language aids for the PMI-ACP® exam are not currently available.**

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Exam Policies & Procedures

Special Accommodations for the Exam

You may request the administration of any PMI examination to be modified due to disability, handicap or a medical condition that may affect your ability to take the examination. There are no additional costs for special accommodations.

> ***NOTE:*** Record your need for special accommodations as part of the payment process (if you applied online) or as part of the application process (if you submitted a paper application).

Once your request is submitted, you must forward supporting medical documentation to PMI by fax (+1 610 239 2257) or email (certexamdelivery@pmi.org). No requests for accommodations will be considered without supporting documentation. You will be unable to schedule an examination until your accommodations are approved by PMI.

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

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Exam Policies & Procedures

Legal Restrictions on Taking the Examination

PMI is subject to US export controls and sanctions laws and regulations. PMI products and services, including examination administration, may not be exported, re-exported or otherwise furnished to countries subject to comprehensive US sanctions, unless there is US government authorization, or to a person or entity on certain lists of designated parties maintained by the US government, including the US Treasury Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals and Blocked Persons (SDN List), among others.

For that reason, you will be required as part of your application to take the examination to certify that you are not on any list of designated parties maintained by the US government, that you are not in any way affiliated with the governments of countries subject to comprehensive US sanctions, currently Iran, Sudan, Syria and Cuba, and that you are not ordinarily or permanently resident in countries subject to comprehensive US sanctions, unless the US government has authorized the provision of such examinations to persons ordinarily or permanently resident in those countries. As of June, 2014, the US government has given authorization for individuals ordinarily resident in Iran and Sudan to take professional certificate examinations.

Export control and sanctions laws may change from time to time, and PMI reserves the right to implement any changes or additions to these restrictions as appropriate.

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Exam Policies & Procedures

Exam Eligibility

Once an application has been approved, the one-year eligibility period begins. After payment of the certification fee has been received, and you successfully completed the application audit (if your application was selected), PMI will send you an email notification with:

- PMI Eligibility ID and
- The examination scheduling instructions.

> ***NOTE:*** If your application was selected for audit, your eligibility period begins the day you successfully completed the audit.

The **exam eligibility period** (the period of time during which you are able to test) is **one year**. You may take the examination up to three times within this one-year eligibility period should you not pass on the first attempt.

All PMI examinations are delivered by PMI's testing partner, Prometric. The examination scheduling instructions contained within this handbook and in your eligibility letter will direct you to a section of the Prometric website where you can select and schedule your examination date and location.

PMI cannot guarantee seating at the testing centers and recommends that you schedule the examination as soon as you select a date on which you want to take it and at least three months before the expiration of your eligibility period.

> ***NOTE:*** You must retain the unique PMI Eligibility ID located on your scheduling notification. This number will be required to register for the examination.

Please print and save all examination scheduling verifications and correspondence received from Prometric for your records.

> ***NOTE:*** If your one-year eligibility period has ended and you have not scheduled the exam, you will not receive a refund. **You will forfeit the entire fee.** You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.

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Exam Policies & Procedures

How to Schedule Your Examination

FOR PBT ADMINISTRATION

If you qualified to take a paper-based examination, **you will not have to do anything to schedule a PBT appointment after you have successfully submitted your examination payment**. Candidates sitting for a paper-based administration submit their examination registration along with the examination payment. Once your payment is submitted, you will receive a confirmation notice confirming the details of the event you have registered for.

Approximately 20 days before the date of the event, you will receive an additional notification containing your final testing site instructions. This confirmation will containing your eligibility dates, your examination date and location, your arrival times, information on what to bring to the testing site and a contact person.

FOR CBT ADMINISTRATION

Schedule your appointment online at the Prometric website.

- Select “Schedule my test.”
- Select your geographical location from the dropdown menu, and click “Next.”
- Read through the examination information presented on your screen, and click “Next.”
- Read through and agree to the Policies and Data Privacy Notice
- Enter your unique PMI Eligibility ID (the number ending with an “E” located on your scheduling notification) and the first four letters of your last name (as they appear on your government-issued identification). Click “Next.”
- Use the tool provided to search for testing sites in your area. Select “Schedule an Appointment.”
- Locate and select your exam date and time. Available dates will appear in blue on the calendar, and dates with no appointments available will be in grey. Select your date from the calendar provided, and then your time. Click “Next.”
- Confirm your contact information and provide a valid email address. Please note, the email address provided will be the email to which your examination confirmation will be sent. Once your information is entered and confirmed, click “Next.”
- Review your final appointment details, and then click “Complete Appointment.” Your appointment will not be scheduled until you click “Complete Appointment.”

Your examination confirmation, along with your 16 digit unique confirmation number, will be displayed. This information will also be sent via email to the address provided.

> ***NOTE:*** Please maintain a copy of the CBT examination confirmation in your files in the unlikely event that there are any discrepancies. PMI will not be able to advocate for you if this confirmation notice is not provided.

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Exam Policies & Procedures

Schedule your Examination by Telephone

When calling Prometric's Candidate Care Center, the representative will ask for:

1. Testing program: Project Management Institute
2. Name of examination: (CAPM, PMI-ACP, PMI-PBA, PMI-SP, PMI-RMP, PMP, PgMP, PfMP)
3. PMI Eligibility ID (the number including an E located on your scheduling notification)

> ***NOTE:*** Please be advised that when scheduling by telephone, you will still receive an email confirmation of your examination appointment. You will also be able to retrieve your confirmation from the Prometric website.

Inside North America:

Use the Prometric Telephone System to schedule, reschedule, cancel, or confirm your exam appointment.

Service available	Monday-Friday 8 a.m.-8 p.m. (US Eastern Time)
Number:	+1 800 268 2802, follow the prompts
Hearing impaired call:	+1 800 529 3590

Outside North America:

Please visit the Prometric website for the service center information for your region.

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Exam Policies & Procedures

How to Schedule an Examination with Special Accommodations

If you have been granted special accommodations for the exam, please follow these steps for scheduling:

- Candidates who live inside North America must call Prometric Special Conditions Department at +1 800 967 1139.
- Candidates who live outside North America must contact the Prometric Service Center in your region. Please see the list on the previous page.

When scheduling your examination with special accommodations, be prepared to provide the following:

- Testing program: Project Management Institute
- Name of examination: (CAPM, PMI-ACP, PMI-PBA, PMI-SP, PMI-RMP, PMP, PgMP, PfMP)
- PMI Eligibility Number (the number including an E located on your scheduling notification)

If you need to reschedule or cancel an appointment with special accommodations, you will need to call the same number you used when scheduling your appointment.

PMI is unable to add any accommodations onto an existing examination appointment. If you do not request accommodations during the examination payment process, but will require them, please contact customercare@pmi.org as soon as possible. If you have already scheduled your examination, you will have to cancel it prior to requesting the accommodations. There are no exceptions to this policy.

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Exam Policies & Procedures

Rescheduling/Cancellation Policy for CBT Exams

You can reschedule or cancel your computer-based exam at any time, as long as you do so more than two full calendar days before your scheduled exam appointment. However, because of limited seating capacity at Prometric Testing Centers, late rescheduling and cancellations will result in a fee. It is recommended that you reschedule or cancel your exam as soon as you know you won't be able to make the appointment. Please read the following policy carefully.

Within 30 Days of Your Appointment

If you reschedule or cancel your exam within 30 days of your scheduled appointment, you will be charged a fee of US$70. This fee helps to ensure greater seating availability at Prometric Testing Centers since candidates who wait until the last minute to reschedule or cancel their exams are "reserving" seats that could be used by others.

The fee will be charged when you go online to Prometric's website to reschedule or cancel your exam within the 30-day period. The $70 charge will appear on your credit card as a charge from Prometric.

The 30-day period does not include the day of the exam appointment. For example, if you scheduled your exam for 5 May, you must reschedule or cancel the exam on or before 4 April to avoid the fee.

For emergency situations in which you are unable to change your exam appointment before 30 days within your exam appointment, the Extenuating Circumstance Policy may apply. However, PMI will evaluate these situations on a case-by-case basis to determine if a refund of the rescheduling fee is appropriate.

Within 2 Days of Your Appointment

You need to reschedule or cancel your appointment **before** you are within two calendar days of your exam appointment. If you wait until you are within two days of your exam appointment, you will be able to cancel your appointment and you will forfeit the entire exam fee. You will not be able to reschedule your appointment at this point and will need to pay associated reexamination fees to schedule a new exam.

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Examples

Date of Exam Appointment	Date that you Reschedule or Cancel	Fee Amount
30-Day Policy		
5 May	4 April (or before)	No Fee
5 May	5 April (up until 2 May)	US$70
2-Day Policy		
5 May	2 May	US$70
5 May	3 May (you are unable to reschedule, but can cancel the appointment)	Forfeit the entire exam fee

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How to Reschedule or Cancel Your CBT Appointment

To reschedule or cancel your CBT appointment, go to the Prometric website. Under the section labeled "I want to…," select the right side, for PMI-ACP candidates. Select "Reschedule or Cancel an Exam." If you are not logged in to your Prometric profile, you will be prompted to log in with your username (your preferred email address) and password. You will then be directed to a page displaying the details of your scheduled exams, and will be given the option to reschedule or cancel your appointment.

Please note, if you are within two days of your examination appointment, not counting the date of the appointment itself, you will be unable to reschedule your appointment. The only option presented will be to cancel. Cancellation of an appointment within two days of the examination will result in the forfeiture of the full examination fee, as dictated by the policies on the previous page.

Emails to Prometric or PMI are not acceptable forms of communication to reschedule or cancel your examination appointment.

If you have Internet connectivity problems, or experience any issues rescheduling or cancelling your examination online, you can call Prometric directly to reschedule or cancel your appointment. Contact telephone numbers for all Prometric Service Centers are located in your Examination Scheduling Instructions and in this handbook. **All candidates are instructed not to call the testing site to reschedule or cancel the examination.**

Rescheduling/Cancellation Policy for PBT Exams

To reschedule or cancel a paper-based testing (PBT) exam appointment, you must email pbtexams@pmi.org no later than 35 calendar days before the scheduled examination administration date. Include your name, your PMI identification number, group ID number, (both found on your confirmation email) and the location of the PBT event in your email. The group ID number is available on the Prometric website or from the PBT sponsor.

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Extenuating Circumstances

PMI understands that there are times when personal emergencies may cause you to:

1. Reschedule or cancel your exam within 30 days of the appointment, or
2. Miss a scheduled exam appointment (resulting in a no-show status).

These are referred to as extenuating circumstances and can include:

- medical emergency,
- military deployment,
- death in immediate family,
- illness in immediate family, or
- natural disaster.

Extenuating circumstances do not include work-related circumstances.

Should a situation like this occur, PMI will examine your situation and take appropriate action.

1. If your circumstance forces you to reschedule or cancel your exam within 30 days of the appointment:

   Go online to the Prometric website as soon as you know you are unable to make your scheduled appointment and reschedule or cancel your exam. You will be charged the $70 fee; however, you can contact PMI Customer Care with an explanation and supporting documents (e.g., accident report, medical documentation, etc.) to obtain a refund on the late rescheduling/cancellation fee, if approved by PMI.

2. If your circumstance forces you to miss your scheduled exam appointment (resulting in a no-show status):

   Please **Contact PMI Customer Care within 72 hours following the missed exam appointment.** You will be asked to provide an explanation along with supporting documentation (e.g., accident report, medical documentation, etc.) in order for you to reschedule or cancel your exam without penalty, if approved by PMI.

PMI will review all claims on a case-by-case basis. If your extenuating circumstance claim is not approved, you will be required to pay the full reexamination fee to sit for the exam.

No-Show Status

Failure to notify Prometric or PMI within the specified time periods to reschedule or cancel your exam and failure to meet a scheduled examination appointment will result in a no-show status. If you reach a no-show status, you will forfeit the exam fee and have to pay the full reexamination fee in order to schedule another examination.

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Exam Policies & Procedures

PMI Examination Security & Confidentiality

The examination, answer sheets, worksheets and/or any other test or test-related materials remain the sole and exclusive property of PMI. These materials are confidential and are not available for review by any person or agency for any reason.

Examination (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order. If you would like your examination results to be released to a third party, you must provide PMI with a written request that specifically identifies the types of details (e.g., examination date, pass/fail status, etc.) about the examination results that the third-party person or organization should receive.

When you submit an application, you agree to abide by the PMI Certification Application/Renewal Agreement (found in this handbook). Among other things, this document addresses post-examination questions and discussions. It states: ***"…Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual."***

Any such discussion would be a potential violation of the Certification Application/Renewal Agreement and thus, could affect the status of your certification, up to and including revocation of your certification or permanent suspension from any PMI examinations.

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Exam Policies & Procedures

Examination Site Requirements & Instructions

In order to be admitted into the Prometric testing center, you must bring a valid and current (non-expired) form of government-issued identification. Your identification must include:

1. English characters/translation
2. your photograph
3. your signature

If your government-issued identification does not display a photograph or a signature, a secondary form of identification may be used, which includes a photograph and/or signature (whichever is missing from the government-issued identification), and your name printed on the identification. All identification must be current (non-expired)

All forms of identification being presented at the testing center must match your name exactly as it appears on the scheduling notification. Your identification documents must be in good condition, and cannot be bent, frayed, taped, cracked or otherwise damaged in any way. The identification documents must be the originals, and cannot be photocopies. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. Neither PMI nor Prometric will make any exceptions to this policy.

If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be required to apply for reexamination and pay the reexamination fee in order to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are not acceptable forms of identification:

- Social Security cards
- Library cards

Name Change Procedure

After submitting your examination payment, you will receive an eligibility letter from PMI via email. This eligibility letter will confirm the way your name will appear on the day of your examination, under the "Name exactly as it appears on your identification" field. If you will require an update or change for your name for the purposes of taking the certification examination, you must contact PMI as soon as possible in order to request the change.

Email: CertQuestions@pmi.org
Fax: +1 610 482 9971
Attn: Name Change for Exam

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Along with your request, please include the following information, exactly as it appears on the government issued identification documents that you plan to present at the testing center:

- First Name [Given Name]
- Middle Name
- Last Name [Surname/Family Name]

Please send any name change information as soon as possible. **PMI is unable to guarantee that any updates can be made to the name within five business days of a scheduled examination.**

Check-in procedure

On the day of your examination, please **arrive a half hour before your scheduled appointment**. You must sign in, present the required identification, and provide your unique PMI Eligibility ID. You may also be asked to provide the confirmation number received when scheduling the appointment.

PROHIBITED from the Testing Center:

You may NOT bring anything or anyone into the testing area or to the desk where you take the exam. This includes, but is not limited to:

food	beverages	book bags
coats	sweaters	luggage
calculators	eyeglass cases	pagers
cellular telephones	tape recorders	dictionaries
watches	wallets	medication
eye drops	any other personal items	

Items such as sweaters and jewelry may be worn into the testing center, but cannot be removed once you have entered the testing room.

You will be provided with a locker on the day of your examination to store your personal belongings. Once your items are stored, you will be unable to access your locker until you have completed your examination appointment.

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If you will require any personal items in the testing room due to a medical condition, such as food, beverages or medication, you will need authorization from PMI prior to scheduling your examination appointment. Please review the Special Accommodations policy on page 22 for additional information on obtaining authorization.

What to Expect at the Testing Center

On the day of your examination, please arrive a half hour before your scheduled appointment. Candidates who arrive late to an appointment will not be permitted to test. You will be asked to sign into the testing center and present your identification documents. You may also be asked to provide your examination confirmation. The Testing Center Administrator will ask you to empty your pockets and roll up your sleeves, and will scan you with a metal detecting wand. You will be provided with your locker and key, and will be asked to relocate all personal items to your secure locker. The Testing Center Administrator reserves the right to ask you to relocate any and all personal items in your pockets to your locker. The only items that may remain on your person at all times are your government-issued identification and your locker key. Once your items have been stored, you will be unable to access the locker again until your examination appointment has been completed.

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Once you have completed the check-in process, the Testing Center Administrator will provide you with **either** a booklet of scratch paper and two pencils **or** two erasable marker boards, two markers and an eraser. Which of these two note-taking items is provided is dependent on the testing center's available supplies; candidates will not have a choice between scratch paper and the marker boards. Calculators are built into the CBT exam; however, you may raise your hand at any time during the examination and request a hand held calculator. Hand held calculators will be provided to all candidates taking a PBT exam. If you require additional scratch paper at any time during the examination, you may raise your hand and request it. The Testing Center Administrator will remove the used scratch paper and provide you with a fresh booklet. Candidates may only have either one booklet of scratch paper or two marker boards at their testing terminal at any given time.

You will then be escorted into the testing room by the Testing Center Administrator, who will seat you at your workstation and begin your examination. On the first screen, you will be asked to verify both your name and the examination you are taking. Once this information is verified, the examination tutorial will begin. A clock is built into the CBT exam, and will begin to count down as soon as the tutorial has begun. A candidate may exit the tutorial at any time; if a candidate does not voluntarily end the tutorial, once the 15 minute time window has elapsed, the tutorial will automatically end and the examination will begin. There are no scheduled breaks during the examination. If you wish to take an unscheduled break, you may get up from your terminal at any time and exit the testing room. All candidates will have to sign in and out of the testing center and present their government-issued identification documents upon each entrance and exit.

All examination appointments are monitored by continuous audio and video recording.

If you observe any irregularity in the testing center, or experience any issues during your examination appointment, you are required to raise your hand and inform the Testing Center Administrator as the issue is occurring.

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Testing Aids

Test candidates are prohibited from bringing calculators and scrap paper into the test site. However, **these items will be provided for you by Prometric on the day of the exam:**

- Calculators are built into the CBT exam and will be provided to those candidates taking a PBT exam
- Writing materials for taking notes during the examination, either:
    - Scrap paper and pencils, *or*
    - Erasable board and markers

Termination of Examination Administration/Grounds for Dismissal

You are expected to conduct yourself in a professional manner at all times at the testing center. Any person who violates the PMI Test Security & Confidentiality Policy will be subject to disciplinary action(s) by the PMI Certification Department.

The test center administrator/supervisor or proctor is authorized to dismiss you from an examination administration and the PMI Certification Department may cancel your scores, or take other appropriate action, when there is a reasonable basis for concluding that you have engaged in any of the following conduct:

1. Using or attempting to use someone else to take the test
2. Failing to provide acceptable personal identification, as outlined on the preceding page.
3. Having access to or using notes or any prohibited aid related to the test

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4. Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining whether specific conduct constitutes disruptive behavior)
5. Communicating, in any manner, with another person other than the test administrator/supervisor or proctor about the test during the administration, including attempting to give or receive assistance
6. Attempting to remove scrap paper from the testing room, or tearing the scrap paper in any way.
7. Eating or drinking in the testing room
8. Leaving the testing room or test center vicinity without permission
9. Removing or attempting to remove, examination-related material, or portions of a test in any format from the testing room
10. Attempting to tamper with a computer
11. Engaging in any dishonest or unethical conduct, such as cheating
12. Failing to follow any other examination administration regulations set forth in PMI Certification Program policies given by the test administrator/supervisor, or specified in any examination materials

The PMI Certification Department reserves the right to take all action including, but not limited to, barring you from future testing and/or canceling your scores, for failure to comply with the test administrator/supervisor's directions. If your scores are cancelled, you will be notified of such action and its basis, and your examination fees will not be refunded.

Although tests are administered under strict supervision and security measures, examination irregularities may sometimes occur. You are required to contact PMI as soon as possible to report any observed behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the examination, or using notes or unauthorized aids. All information will be held in confidence.

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Exam Policies & Procedures

Examination Report

Upon completion of the computer-based examination, you will receive a printed copy of your test results. In addition to the overall pass/fail status, important diagnostic information on your performance is provided for each domain. This information provides specific guidance for both passing and failing candidates.

Understanding Your Exam Results

Your exam results are reported in two ways:

1. A pass/fail result score is generated based on your overall performance on the examination.
2. The second level of results is the assignment of one of three proficiency levels to each chapter.
   - Each topic domain is assigned one of three levels of proficiency—Proficient, Moderately Proficient and Below Proficient—based on the number of questions answered correctly within the domain.
   - This provides direction about your strengths and weaknesses.

PMI defines the levels of "proficiency" as follows:

Proficient – indicates performance is above the average level of knowledge in this domain.
Moderately Proficient – indicates performance that is at the average level of knowledge in this domain.
Below Proficient – indicates performance is below the average level of knowledge in this domain.

For candidates who pass the exam, the performance information will help identify specific chapters to focus on for continuing education purposes. For candidates who fail the exam, the performance information will identify specific chapters where improvement or further study may be required in order to successfully complete the exam in the future.

Candidates who take a computer-based examination receive the test results at the test center the day they sit for the examination. You can also access your test results on the online certification system 10 business days after your examination date.

Candidates who take a paper-based examination will not receive the test results the day of the exam. You will be able to access your test results on the online certification system approximately six to eight weeks after your examination date.

HAND SCORING for the paper-based test is available up to six months after the administration. The fee for hand scoring is US$45. For more information or to request hand scoring please contact PMI pbtexams@pmi.org. PMI does not offer hand scoring for computer-based tests.

> ***NOTE:*** If you do not pass the exam on your first attempt, you have two more opportunities to retest within your one-year eligibility period. Refer to the Reexamination section in this handbook for more details.

Establishing the Passing Score

The passing score for all PMI exams is determined by sound psychometric analysis. PMI uses subject matter experts from across the globe to help establish a point at which each candidate should pass the examination(s) and the examination point of difficulty. Data that show how candidates actually performed are cross referenced with the subject matter experts to ensure that the point of difficulty on each examination is healthy.

> ***NOTE:*** You will not see your certification status on the online Certification Registry until PMI receives your examination results from Prometric.

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Exam Policies & Procedures

Reexamination

You are granted a one-year eligibility period in which to pass the examination. During the eligibility period, you may take the examination up to three times because candidates do not always pass the examination on their first attempt. Gauge your time carefully to leave enough time during the eligibility period to retake the examination, if needed.

Reexamination fees apply to the second and third attempts to pass the examination.

Exam Administration Type	PMI Member Status	US Dollars	Euros
Reexamination CBT	member	$335	€280
Reexamination CBT	nonmember	$395	€330
Reexamination PBT	member	$285	€240
Reexamination PBT	nonmember	$345	€290

If you fail the examination three times within your one-year eligibility period, you must wait one year from the date of the last examination you took to reapply for the certification. However, after failing an exam three times, candidates may opt to apply for any other PMI certification and/or certification. For example, a candidate who failed the PMI-ACP exam three times during the one-year eligibility period must wait one year to reapply for the PMI-ACP certification. However, he or she can apply for the CAPM, PMP, PMI-SP, PMI-RMP or PgMP (and submit associated initial fees) at any time.

Reexamination fees apply to the second and third attempts to pass the examination. If your eligibility period expires without you passing the examination, you must reapply for the certification.

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Certification Complaints Process

All certification related complaints must be made in writing and sent to PMI:

- Via email at certcomplaints@pmi.org or
- Via postal mail at 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

Any supporting documentation should be included with the complaint letter.

We will review all certification related complaints and conduct any necessary validation in a constructive, impartial and timely manner. A record of the complaint, including any subsequent action(s) taken, and the decision made will be maintained. All information pertaining to the complaint will remain confidential.

Certification Appeals Procedure

All challenges to PMI's Certification Program are governed by the PMI Certification Appeal Procedures. This appeal process is the only method to review decisions made by PMI regarding certification applications, eligibility, examinations, test administration and results, Continuing Certification Requirements (CCR), and other certification issues and/or challenges.*

All certification related appeal requests must be made in writing and sent to PMI Office of Certification Appeals:

- Via email to certappeals@pmi.org or
- Via postal mail to 14 Campus Boulevard, Newtown Square, PA 19073-3299, USA

We will review and validate all certification related appeals and render the final decision in a fair and timely manner. A record of the appeal, including any subsequent action(s) taken, and the decision made will be maintained. All information pertaining to the appeal will remain confidential.

*Disciplinary decisions made by PMI regarding persons already certified are evaluated under PMI's Ethics Complaints Process.

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Certification Policies & Procedures

Use of Your PMI-ACP Certification

Once you pass the exam, you are granted the PMI-ACP certification. You may refer to yourself as a PMI-ACP certification holder as long as you have an active certification status. You are authorized to use the PMI-ACP designation in block letters after your name on business cards, personal letterhead, resumes, websites and in your email signature.

Please note that as part of the application process, you agreed to adhere to the PMI Code of Ethics and Professional Conduct and the Certification Application/Renewal Agreement. This means, among other things, that you will only use the PMI-ACP designation in the manner stated above and that you will not use the PMI-ACP designation in company names, domain names, product names, or any other unauthorized manner.

Certificate Package

Within six to eight weeks, you will receive a certification package that includes:

- Congratulatory letter
- Information on how to maintain and renew your PMI-ACP certification
- Certificate

Both of these documents list your:

- Certification number—a unique identification number used by PMI to maintain your individual certification records
- Your certification cycle dates

You will want to file this information in a safe and easily accessible location. You will need to refer to it in order to report professional development activities to maintain your certification.

Until you receive your certificate package, you may use your exam report (available online through the certification system) to validate your certification status.

Online Certification Registry

The online Certification Registry automatically lists names of PMI's certification and certification holders. This feature allows verification of certification and certification holders for the benefit of employers, service purchasers and others. Users can search for certification holders by first name, last name, or by country.

Certification holders can choose to be removed from the registry, so the absence of your name in the registry does not necessarily mean that you are not certified. You can opt out of inclusion in the registry or update your demographic information by visiting PMI.org.

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Continuing Certification Requirements (CCR) Program

CCR Program Overview

PMI's Continuing Certification Requirements (CCR) program supports the ongoing educational and professional development of our certification holders so they are always prepared to meet the demands of today's complex business environment. The purpose of the CCR program is to:

- Enhance continuous learning and development among certification holders
- Provide direction in development areas to ensure relevancy of certified practitioners
- Encourage and recognize individualized learning opportunities
- Offer a mechanism for attaining and recording professional development activities
- Sustain the global recognition and value of PMI certifications

Everyone who earns a PMI certification (with the exception of the CAPM® certification) must actively maintain their certification(s) through participation in the CCR Program and renewal of their certification(s) every 3 years.

Partaking in professional development and learning activities allows certification holders to earn Professional Development Units (PDUs), fulfilling the continuing certification requirements and ultimately growing and developing as a practitioner.

We know that each individual has different professional needs and desires. The CCR program is designed to be flexible so that it can adapt to those needs and allow you to customize your CCR activities. The CCR program provides a general framework and guidance—you determine your ultimate CCR and development path.

For details and instructions on how to earn and track PDUs in CCR, download the CCR Handbook.

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PMI Code of Ethics & Professional Conduct

Ethics is about making the best possible decisions concerning people, resources and the environment. Ethical choices diminish risk, advance positive results, increase trust, determine long term success and build reputations. Leadership is absolutely dependent on ethical choices.

PMI members have determined that honesty, responsibility, respect and fairness are the values that drive ethical conduct for the project management profession.

PMI's Code of Ethics and Professional Conduct applies those values to the real-life practice of project management, where the best outcome is the most ethical one.

Please visit the Code of Ethics page to download and read our code.

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PMI Certification Application/Renewal Agreement

1) I agree to satisfy and conduct myself in accordance with all PMI certification program policies and requirements, including this Agreement and the PMI Code of Ethics and Professional Conduct (as they may be revised from time to time); and I shall maintain confidentiality of PMI examination questions and content. Furthermore, I agree not to discuss, debrief or disclose, in any manner, the specific content of PMI examination questions and answers, to any individual.
2) I agree that I shall at all times act in a truthful and honest manner and provide truthful and accurate information to PMI. I agree that any intentional or unintentional failure to provide true, timely and complete responses to questions in this application or renewal form may lead to further investigation and/or sanctions by PMI. I also agree to promptly report to PMI any possible violations of the terms of this Agreement or the PMI Code of Ethics and Professional Conduct by PMI members or by persons who have applied for a PMI certification or have been awarded a certification by PMI.
3) I agree to notify the PMI Certification Department in a timely manner of changes concerning the information I have provided, including my current address and telephone number.
4) I have reported, and will continue to report, to the PMI Certification Department, within sixty (60) days of occurrence, any matters, proceedings, lawsuits, settlements and/or other agreements, administrative agency actions, or organizational actions relating to my profession or occupation, including all complaints relating to my professional activities as a project management practitioner, and matters or proceedings involving, but not limited to certification, certifying, malpractice, disciplinary ethics or similar matters. I also agree to promptly report, within sixty (60) days of occurrence, any felony criminal charges, convictions, or plea agreements or other criminal charges, convictions, or plea agreements relating to acts of dishonesty or unethical conduct.
5) I agree that if my compliance with any of the terms of this agreement requires or includes an explanation and supporting documents, I will provide a complete and accurate explanation and true copies of the materials to the PMI Certification Department with this application.
6) I agree that the PMI Certification Department has the right to communicate with any person, government agency or organization to review or confirm the information in this application or any other information related to my application for PMI certification. Further, I agree to and authorize the release of any information requested by the PMI Certification Department for such review and confirmation.
7) I agree that the PMI certification status does not imply licensure, registration or government authorization to practice project management or to engage in related activities.
8) I agree that all materials that I submit to the PMI Certification Department become the property of the PMI Certification Department, and that the PMI Certification Department is not required to return any of these materials to me.
9) I agree that upon achieving the PMI certification, my name may be posted on the PMI website as part of an Online Registry to be created and maintained by PMI.
10) I agree that information related to my participation in the PMI certification process may be used in an anonymous manner for research purposes only.
11) I agree that all disputes relating in any way to my application for a PMI certification and/or my involvement generally in a PMI certification program, will be resolved solely and exclusively by means of PMI Certification Department policies, procedures and rules, including the Appeals Process.
12) PMI reserves the right to suspend or revoke the certification of any individual who is determined to have failed to uphold, or otherwise breached this Agreement, or committed a violation of the PMI Code of Ethics and Professional Conduct.
13) I release and indemnify PMI and the PMI Certification Department from all liability and claims that may arise out of, or be related to, my project management and related activities.
14) I hereby release, discharge and indemnify PMI, its directors, officers, members, examiners, employees, attorneys, representatives, agents and the PMI Certification Department from any actions, suits, obligations, damages, claims or demands arising out of or in connection with this application, the scores given with respect to the examination or any other action taken by PMI with regard to certifying, testing and professional development including, but not limited to, all actions related to ethics matters and cases. I understand and agree that any decision concerning my qualification for any certification, as well as any decisions regarding my continuing qualification for any certification and my compliance with the PMI Code of Ethics and Professional Conduct, rest within the sole and exclusive discretion of PMI, and that these decisions are final.

This Agreement may be updated or revised from time to time. It is your responsibility to obtain the most up-to-date copy online.
Document last updated November 2016.

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